

# CSHS REGIONAL RESOURCE GUIDE – REGION 1

Jefferson - Orleans - Plaquemines - St. Bernard

Organization	Contact		Services/Information	Eligibility	Physician Referral
<b>Advocacy Center</b> <a href="http://www.advocacyla.org">www.advocacyla.org</a>	Advocacy Center Spanish/ Vietnamese	<b>800-960-7705</b>	No cost legal services Advocacy/Outreach Education/Access/Voting	Elderly or persons with disabilities	No
<b>Child Care Assistance Program (CCAP)</b> <a href="http://www.louisianabelieves.com">www.louisianabelieves.com</a>	Toll free	<b>877-453-2721</b>	Child care assistance for children under 13 or under 18 with a disability	Financial criteria; support for low-income families	No
<b>Child Protection Investigation</b> <a href="http://www.dcfs.state.la.us">www.dcfs.state.la.us</a>	State hotline-report*	<b>855-4LA-KIDS</b> <b>855-452-5437</b>	Investigates child abuse and neglect reports - validates claims	Birth – 18 yrs	No
<b>CSHS Family Resource Center</b> <a href="http://www.dhh.la.gov/cshs">www.dhh.la.gov/cshs</a> (Children's Hospital room 2020)	Main	<b>504-896-1340</b>	Information & community referrals; peer support; care coordination	None – open to all	No
<b>Dental Services (MCNA)</b> <a href="http://www.mcna.net/">www.mcna.net/</a> <b>Office for Citizens with Developmental Disabilities</b> <b>GNO Dental Clinic-</b>	Main  OCDD Dental (Hammond)	<b>800-494-6262</b>  <b>225-567-1254</b>	Medicaid dental provider locator  Dental Care for children & adults with DD	Medicaid Eligible *MCNA web site for benefit info  DD eligibility	No
<b>Department of Education – Exceptional Children</b> <a href="http://www.opsb.us">www.opsb.us</a> <a href="http://www.jpschools.org">www.jpschools.org</a> <a href="http://www.ppsb.org">www.ppsb.org</a>	Orleans East Jefferson West Jefferson Plaquemines St. Bernard	<b>504-304-4988</b> <b>504-349-8677</b> <b>504-349-7912</b> <b>504-595-6055</b> <b>504-301-2000</b>	Developmental Screening Special Education Preschool; ST, OT, PT	Ages 3 - 21 yrs Developmental Screens 3 – 5 yrs	No
<b>Early Intervention/Early Steps</b> <a href="http://www.dhh.la.gov">www.dhh.la.gov</a>	Orleans/Plaquemines St. Bernard Jefferson	<b>504-595-3408</b>  <b>504-496-0165</b>	Developmental Screening and Early intervention; ST, OT, PT	Birth - 3 yrs	No
<b>Emergency/Disaster</b> <b>American Red Cross LA</b> <a href="http://www.redcross.org/la/new-orleans">www.redcross.org/la/new-orleans</a>  <b>United Way-Southeast LA</b> <a href="http://www.unitedwaysela.org">www.unitedwaysela.org</a>  <b>Dept of Family Services</b> <a href="http://www.dcfs.state.la.us">www.dcfs.state.la.us</a>	Am Red Cross  United Way  Family Services	<b>800-229-8191</b>  <b>211</b> <b>504-822-5540</b>  <b>888-LAHELP</b> <b>888-524-3578</b>	Emergency relief Vietnamese/Spanish Evacuation guides  Community services link  24 hr hot line-SSI WIC, Medicaid, Food Stamps	Need based  Financial Criteria for some services  Financial Criteria	No
<b>Families Helping Families Southeast Louisiana</b> <a href="http://www.fhfse.org">www.fhfse.org</a> <b>FHF Jefferson</b> <a href="http://www.fhfjefferson.org">www.fhfjefferson.org</a> <b>Bayouland FHF Information Center</b> <a href="http://www.blfhf.org">www.blfhf.org</a>	FHF Orleans Toll free  FHF Jefferson Toll free  Family 2 Family Center	<b>504-943-0343</b> <b>877-243-7352</b>  <b>504-888-9111</b> <b>800-766-7736</b>  <b>985-447--4461</b>	Information, Training & Referrals/Education-IEP Support/Peer to peer mentoring	No cost	No
<b>Food Stamps (SNAP)</b> <a href="http://www.dcfs.state.la.gov">www.dcfs.state.la.gov</a>	Orleans, St. Bernard Statewide	<b>504-599-1700</b> <b>888-524-3578</b>	Food/nutrition supports	Financial Criteria	No
<b>Health Insurance Marketplace</b> <a href="http://www.healthcare.gov">www.healthcare.gov</a>  <b>Medicaid/Healthy LA MCOs</b> <a href="http://www.bayouhealth.com">www.bayouhealth.com</a> <b>Aetna Better Health</b> <b>Amerigroup</b> <b>AmeriHealth Caritas</b> <b>LA HealthCare Connections</b> <b>United HealthCare</b>  <b>Insurance Helpline*</b> <b>Healthy Louisiana</b> <b>Special Needs Help-line</b> <a href="mailto:kcscallan@gmail.com">kcscallan@gmail.com</a> (email)	Statewide – National Marketplace  Information line  Aetna Amerigroup AmeriHealth LA HealthCare United HealthCare  Statewide Help-line *call, text, or email	<b>800-318-2596</b>  <b>855-229-6848</b>  <b>855-242-0802</b> <b>800-600-4441</b> <b>888-756-0004</b> <b>866-595-8133</b> <b>855-650-6627</b>  <b>504-300-5117</b>	Health Insurance plans  Medicaid/Healthy LA (formerly Bayou Health)  Medical, Dental, and behavioral health provider links  Medicaid/Medicaid MCO -Free assistance with complaints/claim denials and service approvals	Financial Criteria  Medicaid Eligible  Medicaid Eligible  Child/adult behavioral health medical & child dental claims	No   No  No

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<b>Mental Health Services-Metropolitan Human Services Authority (HAS)</b> <a href="http://www.mhsdla.org/">http://www.mhsdla.org/</a>  <b>Jefferson Parish HSA</b> <a href="http://www.jphsa.org">www.jphsa.org</a>  <b>Tulane Infant Mental Health Services</b>  <b>Children's Bureau GNO</b> <a href="http://www.childrens-bureau.com">www.childrens-bureau.com</a>	Orleans  West Jefferson East Jefferson Mobile Crisis Line  Tulane  Children's Bureau	<b>504-568-3130</b>  <b>504-349-8833</b> <b>504-838-5257</b> <b>504-832-5123</b>  <b>504-988-9184</b>  <b>504-525-2366</b>	Mental Health & Addictive Disorders  Suicidal/Homicidal crisis & homeless outreach  Infant and child mental health/parenting & family support & education	Financial criteria Call for eligibility  In crisis  Children under 6 Assess & treat MH	No
<b>Mental Health Supports – Louisiana Federation of Families for Children's Mental Health</b> <a href="http://www.laffcmh.org">www.laffcmh.org</a>	Main Parent Line (Toll Free)	<b>225-293-3508</b> <b>800-224-4010</b>	Info, referrals, education peer and family mentoring thru age 24	Parent/caregiver & child/youth with emotional, MH/BH challenges	No
<b>Office for Citizens with Developmental Disabilities</b>  <b>Metropolitan Human Services District</b> <a href="http://www.mhsdla.org">www.mhsdla.org</a>  <b>Jefferson Parish Human Services Authority</b> <a href="http://www.jphsa.org">www.jphsa.org</a>  <b>GNO Resource Center on Developmental Disabilities</b> <a href="http://www.dhh.la.gov">http://www.dhh.la.gov</a>	OCDD Orleans  OCDD Jefferson  GNO Resource Center/OCDD Supports	<b>504-599-0245</b>  <b>504-838-5357</b> <b>504-838-5700</b>  <b>225-567-1248</b>	WAIVER Registry  Cash subsidy/Early Intervention/Extended Family Living/ICF/DD  Individual & Family Support/Supported Living/Transition  PT/OT/ST/EarlySteps; Nursing; SW/MH/DD; TA DD Training/Education	Developmental disability criteria– Includes patients with Autism, MR, CP (severe), Epilepsy (severe)	No  MD signs forms during enrollment process
<b>Parenting Support – Parenting Center- Children's Hospital New Orleans/Metairie</b>  <b>Healthy Start - Orleans</b>	Parenting Center  Healthy Start	<b>504-896-9591</b>  <b>504-658-2600</b>	Parenting class/support  Pregnant/parenting children under age 2 Counseling/nutrition	Sliding scale fees  No fees	No  No
<b>Personal Care Services – Medicaid EPSTD</b> <a href="http://www.dhh.la.gov">www.dhh.la.gov</a>	Toll free	<b>877-455-9955</b>	Personal Care Services (PCS)	Medical criteria Medicaid eligible Birth - 21 yrs	Diagnosis on MD Rx.
<b>Prescription Assistance – Partnership for Prescription Assist</b> <a href="http://www.pparxla.org">www.pparxla.org</a>  <b>St. Vincent De Paul</b>  <b>Wal-Mart</b> <a href="http://walmart.com">walmart.com</a> <b>Kmart</b> <a href="http://kmart.com">kmart.com</a>	PPA  St. VDP  Local area store	<b>888-477-2669</b>  <b>504-940-5031</b> <b>888-443-7494</b>  <b>*call/go to pharmacy</b>	Rx assistance  ST. VDP Mon/Wed 8-10  \$4-5 / 30 day supply \$10-15 / 90 day supply	Financial criteria Low/no cost  generic formulary- *med list available at store website	No  No
<b>Shiners' Hospitals for Children</b> <a href="http://www.shrinershospitals.org">www.shrinershospitals.org</a>	Main	<b>318-222-5704</b>	Orthopedic conditions Surgery/Therapy/DME	No out of pocket *Must keep appt	Diagnosis from MD
<b>Social Security Administration (SSI)</b> <a href="http://www.ssa.gov">www.ssa.gov</a>	Toll free	<b>800-772-1213</b>	Income for disabled *Reapply if denied	Medical Criteria	Diagnosis from MD
<b>Transportation Medical Appointments</b>  <b>Medicaid/Healthy LA Plans</b> <a href="http://www.dhh.la.gov">www.dhh.la.gov</a>	Medicaid Aetna Amerigroup AmeriHealth Caritas LA HealthCare United HealthCare	<b>855-325-7565</b> <b>877-917-4150</b> <b>866-430-1101</b> <b>888-913-0364</b> <b>855-369-3723</b> <b>866-726-1472</b>	Non-emergency medical transport (cab) to/from medical visit- parent/child  *Must schedule 2 days before appointment	Medicaid Eligible	No
<b>Vocational Rehab - Louisiana Rehab Services (LRS)</b> <a href="http://www.laworks.net">www.laworks.net</a>	Eastbank Westbank	<b>504-838-5180</b> <b>504-361-6816</b>	Vocational rehab/work support & counseling for persons with disabilities	Eligibility assessment	No
<b>Women Infants and Children (WIC)</b> <a href="http://www.fns.usda.gov">www.fns.usda.gov</a>	Toll free National Healthy Baby Line	<b>800-251-2229</b>	Nutrition info & support; Breasting assistance	Financial *Must keep appts	MD signs referral app